



Date Adopted: 05/13/1991

Date Revised: 06/19/2001

Title: Office Assistant I / II

FLSA: Non-Exempt

General Purpose:

To perform a wide variety of general clerical duties related to the function and department assigned.

Distinguishing Characteristics:

Office Assistant I - This is the entry-level class in the Office Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Office Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Office Assistant II - This is the full journey level class in the Office Assistant series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Office Assistant in that the latter performs advanced journey level work requiring a higher level of independence and specialized knowledge.

Supervision Received and Exercised:

Office Assistant I

Receives immediate supervision from management or supervisory positions, and may receive functional and technical from higher-level clerical, secretarial or technical personnel.

Office Assistant II

Receives general supervision from management or supervisory positions, and may receive functional and technical supervision from higher-level clerical, secretarial or technical personnel.

Essential Duties and Responsibilities:

The following duties are normal for this classification. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Perform general clerical duties related to assigned functional area and department.

Type, proofread and process a variety of documents including general correspondence, agendas, memos, and statistical charts from rough draft, dictaphone recordings or verbal instruction.

Act as a receptionist; answer the telephone and wait on the general public, providing information on department and assigned program policies and procedures; refer inquiries as appropriate.

Assist in the enrollment of participants in an assigned program; register participants in city-sponsored programs.

Issue, receive, type and process various applications, permits and other forms.

Process bills for fees; record payments and send delinquent notices when necessary; balance cash register and prepare bank deposits.

Process permits and licenses; collect and process fees and charges.

Schedule inspections and appointments as assigned; dispatch maintenance staff as necessary.

Perform a wide variety of routine clerical work including filing, tallying, checking and recording information on records.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports.

Operate standard office equipment including word processing.

Receive, sort and distribute incoming and outgoing mail; send facsimile requests.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

Minimum Qualifications:

Office Assistant I

Knowledge of:

English usage, spelling, grammar, and punctuation.

Office methods and equipment including filing systems.

Ability to:

Learn the organization, procedures and operating details of the city department to which assigned.

Learn how to use word processing equipment.

Perform routine clerical work including maintenance of appropriate records and preparation of general reports related to area of assignment or department operations.

Verify and check files and data.

Understand and carry out both oral and written directions

Perform simple mathematical calculations.

Establish and maintain effective working relationships with those contacted in the course of work.

Operate a variety of office equipment such as a calculator and typewriter.

Type accurately at a speed of 40 words per minute.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Some clerical experience is desirable.

Office Assistant II

In addition to the requirements for Office Assistant I:

Knowledge of:

Organization, procedures and operating details of the city department to which assigned.

Word processing and document imaging equipment and software.

Laws, rules and regulations related to area of assignment.

Ability to:

Independently perform duties in areas of assignment.

Type accurately at a speed of 45 words per minute.

Use word processing and spreadsheet software.

Training and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Two years of experience performing duties similar to an Office Assistant I for the City of Dublin.

Physical Standards:

The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee is regularly required to, sit at desk and in meetings for long periods of time; talk or hear, in person, in meetings and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment surrounding desk; walk to observe department activities; bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; operate an automobile to attend various meetings and workshops. While performing duties, the employee is regularly required to use written and oral communication skills; know laws, regulations and codes; remember personnel rules, legal and code requirements; explain and interpret codes, policies and procedures; and interact with City management, other governmental officials, contractors, vendors, employees and the public.

Licenses; Certificates; Special Requirements:

Possession of a valid California Class C drivers' license and Certificate of Automobile Insurance for Personal Liability.